

How are We doing?

Greetings

And thank you for your input. We in City government like to think of ourselves as servants of the people of Lafayette. Much like a business, we are the employees of the company and you are our valued customers. And like any progressive business, the City likes to monitor how well we are doing in meeting our customers' expectations for good service.



Please take a few minutes now and complete this survey. Drop it into the Citizen's Survey box located in the department you are visiting, or place postage on it and mail to me.

We welcome your comments (positive or negative) and are eager to hear your suggestions about how we may serve you better.

Sincerely,

Dave Heath
Mayor

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City of Lafayette, Indiana — Citizen Satisfaction Survey

Instructions: Rate the following aspects of contact with the City from 1 to 10 with 1 being very poor and 10 being excellent. Circle your response.

Date of visit: _____

Department visited: _____

Reason for visit: _____

City employee(s) contacted: _____

Promptness or Speed of Service

Did we acknowledge your presence when you came into the office and respond to you quickly?

Poor							Excellent		
1	2	3	4	5	6	7	8	9	10

Professionalism

Was the person(s) you talked with professional in appearance and attitude?

Poor							Excellent		
1	2	3	4	5	6	7	8	9	10

Politeness

Was the person(s) you talked with pleasant and respectful of you?

Poor							Excellent		
1	2	3	4	5	6	7	8	9	10

Resolution of Your Problem

Did we solve your problem, provide the service you came for, or answer your questions to your satisfaction?

Poor							Excellent		
1	2	3	4	5	6	7	8	9	10

Overall Experience

Overall, how would you rate today's encounter with your City government?

Poor							Excellent		
1	2	3	4	5	6	7	8	9	10

Suggestions for improvement: _____
